

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Otics USA, Inc.

Tennessee Manufacturing Extension Partnership

Otics USA Achieves ISO Registration With Assistance From Tennessee MEP

Client Profile:

Otics USA, Inc. is an automotive parts supplier of engine components. Their products include balance shafts, camshaft caps, and fuel delivery pipes. The company employs 48 people at its facility in Morristown, Tennessee.

Situation:

Otics USA, Inc. has been in a growth mode the past few years. Additional capacity was added to the Tennessee facility through capital equipment additions, essentially doubling the production of the site. During the growth period, Otics's Human Resources Manager requested assistance from the Tennessee Manufacturing Extension Program (TMEP), a NIST MEP network affiliate, in attaining ISO 14001 registration, a requirement of their major customer.

Solution:

TMEP provided Otics with individual employee training, coaching, and implementation support for the customer. Initially, a gap assessment was performed, and from that information an appropriate action plan was jointly established that included training activities, coaching, and consultation support for all ISO 14001 related issues. The TMEP action plan included such tasks as employee documentation training, internal auditor selection as well as general training, and support during the registrar selection process. Particular emphasis was devoted to ISO 14001 certification including documentation, implementation, and continuous improvement of the company's Environmental Management System.

Results:

- * Achieved ISO 14001 certification.
- * Increased sales by \$10 million.
- * Retained sales of \$10 million.
- * Realized \$102,000 in cost savings.
- * Invested \$500,000 in the plant.
- * Invested \$5,000 in workforce development.
- * Invested \$2,000 in information management.
- * Saved \$87,000 due to unnecessary investments.

Testimonial:

"The Tennessee Manufacturing Extension Partnership has been assisting our operation since we broke ground in Morristown. Early on they (TMEP) were available to be certain that we were permitted correctly for all Tennessee environmental regulations. This assistance was important to our corporate culture and philosophy - it only seemed natural to continue with TMEP for our ISO certification."

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Charlotte Jennelle, Human Resource and Administration Manager